Frequently Asked Questions

What is an electronic health record?

Borgess has transitioned from paper-based medical records to electronic health records (EHRs). An EHR is an electronic version of your medical history that is maintained by your doctor or health care provider. EHRs usually include lab test results, your general health history and notes from your provider. Your EHR will replace your paper-based chart previously used to keep track of your medical information.

What is Cerner Health?

Cerner is the company that provides our electronic medical record system, Cerner Millennium, and our patient portal, MyBorgessHealth. The login ID that you create when registering for MyBorgessHealth is sometimes referred to as a Cerner Health account.

Why is Borgess using an electronic health record?

EHRs are the latest step in our commitment to building a stronger connection with each patient we serve. Research has shown that using EHRs enhances patient care by:

• Reducing medical errors and improving accuracy of medical records
• Making health information readily available, reducing duplication of tests, decreasing treatment delays, and helping patients feel more empowered and informed
• Providing a way to document drug allergies and/or interactions

How will the electronic health record make a difference in my care?

• EHRs boost overall efficiency and safety.
• Our staff can quickly update your medical chart.
• As soon as they are available, your lab results can be sent electronically to your physician for instant review and you can easily review the results online.
• Having your record in an electronic format means it can be immediately available to specialists in other Borgess locations for more coordinated care.
• If you need emergency care in the Borgess Emergency & Trauma Center, your medical records are immediately available to support critical treatment decisions.

How can I enroll for MyBorgessHealth?

You can enroll for MyBorgessHealth by talking to your Borgess health care provider. You can also visit MyBorgessHealth.com to download an enrollment form.

To complete your registration, an e-mail invitation with a secure, unique link will be sent to you. When you click the link, confirm your name, date of birth and Zip code. Next, choose a username and password. You will then be asked to answer security questions in case you ever forget your password.

Can I enroll to view my children's medical information?

Yes, parents or court-appointed legal guardians of minors (under 14 years) will be provided access to MyBorgessHealth. Only the parent or court-appointed legal guardian of a minor will be able to register the patient as a MyBorgessHealth member. Children age 13 years and under will be registered under the parent or court-appointed legal guardian's e-mail address. If the child is registered prior to turning 14 years old, the parent will receive an email on the patient's 14th birthday notifying them that their child's account has expired and the child can re-register using their own account. Minors who are age 14 years or older will be registered using their own e-mail address.

Will my information be kept confidential?

Like your paper-based record, your EHR is protected by the Health Insurance Portability and Accountability Act (HIPAA). Your privacy is very important to us. Rest assured, your health information is always kept confidential.

Can I give permission for someone else to view my medical information, such as my spouse or my adult child?

Yes, a patient can grant access or remove access to their account for another person so that individual can view the patient's health record.

- In the case of divorced parents of a minor (under 14 years), each parent of a minor may have their own account access.

- In the case of an adult patient with Durable Power of Attorney for Health Care: the patient advocate may be granted access to the patient's account if two physicians have determined upon examination of the patient that the patient is unable to participate in medical treatment. The patient advocate will be able to access the patient's record and take all actions on behalf of the patient.

Can I share my password with a family member so that he/she doesn't need to sign up for proxy access?

This isn't recommended. Each person should have his or her own MyBorgessHealth account. That way, you will always have the choice in the future to stop sharing your information with another person.

How do I log into MyBorgessHealth?
Once your account has been set up, you can access it anywhere that you have access to the Internet (e.g., at home, work, school, library). Just visit MyBorgessHealth.com and click the Sign In button at the bottom of the page. You can log in using your e-mail address or username and password.

What if I have questions about information contained in my record?
Please contact your provider's office about the contents of your record. Your provider is responsible for maintaining the information in the electronic medical record.

What should I do if I change my e-mail address?
Please be sure to promptly let us know your new e-mail address so that you do not miss any notifications. You can stop by your Borgess provider's office and fill out a new registration form. We will then send another invitation to your new e-mail address. To ensure the privacy of your medical information, we cannot accept a change of e-mail address over the phone.

What if I have trouble logging in or accessing my information?
Please call (877) 621.8014 between 7 a.m. and 7 p.m. (CST) Monday through Friday.

How do I change my password?
Click on the Account Settings link on the menu at the top of the page. Then select the text link for Change Setting in Cerner Health. This will take you to a separate page where you can edit your account settings, password and security questions. The Account Settings page also has a link to change the e-mail address for your account.

Why are security questions used, and how do I change them?
In order to reset your password, security questions are used to verify your identity and protect your information. Click on the Account Settings link at the top of the page. Then select the Change Settings in Cerner Health link in the middle of the page. This will take you to a page with options for editing your password and security questions.

Where does the health information in the medical record come from?
Your health information displayed in MyBorgessHealth is pulled directly from the Borgess EHR. The portal gives you a real-time view of specific sections of your Borgess medical record, including a clinical summary, lab results and discharge documentation.

You will see information from your visits to all Borgess Health affiliates and locations. Your record will not contain information from any visits to independent physician offices outside of our organization, even if they are physicians who work with Borgess. Information from Behavioral Health visits also isn't displayed, due to strict privacy laws.

Using MyBorgessHealth

How do I view my health information?
Click the Health Record icon at the top of the screen. Here, you can choose to view different categories of information. The left-hand side of the screen includes additional icons with information about any lab results, medications, procedures and more. You can also download a copy of your health record.

How do I send a message to my provider?
Click on the Messaging icon at the top of the screen. Begin typing a few letters of your provider's first or last name, or the name of your clinic in the To line. Choose your provider from the list that appears. You can enter a brief subject line and the text of your message (just like any e-mail system). Click Send when finished.

Will my provider see my message immediately?
Each time you send a message, you will see a confirmation screen explaining that your message was sent to a particular secure, shared mailbox, known as a "pool." Responses to your message will be sent from that same pool. The pool is available to your provider and his or her immediate team of nurses and medical assistants. That way, you can be assured of a prompt response, even if your provider is away from the office.

How soon can I expect a response?
We strive to answer all messages within two business days (sooner if possible). However, you should never use MyBorgessHealth secure messaging for emergencies, urgent matters or anything that needs attention the same day. Please call your provider's office for any matters that need immediate attention. If you are experiencing a medical emergency, you should call 9-1-1 or visit the nearest emergency department.

How will I know when I receive a response or when a new message is sent to me?
Whenever there is a response or a new message waiting for you on MyBorgessHealth, an e-mail notification will be sent to the e-mail address you supplied upon registration. The message itself will only be available on MyBorgessHealth. To protect the privacy of your medical information, we will never send medical information directly to your e-mail account.

What appointments can I view?
The View Upcoming Appointments screen will show all your future appointments at Borgess Health locations.

What appointments can I request?
You can request appointments with any of the providers listed in the To box. Begin typing a few letters of your provider's first or last name, or the name of your clinic. Then, choose your provider from the list. Fill out the rest of the information that appears, as appropriate.

How soon will my appointment be scheduled?
Our scheduling staff will schedule your appointment as soon as possible, based on the date and time preferences you've indicated. We strive to fulfill your requests within two business days (sooner if possible). However, you should never use MyBorgessHealth secure messaging for emergencies, urgent matters, or anything that needs attention the same day.

Need additional help? Contact Support at (877) 621.8014.

What is Personal Health Tracking?
Personal Health Tracking (see icon located at the bottom of the screen) gives you the ability to document, store, and manage your personal health-related information and records from any number of health care organizations. It is not the same as MyBorgessHealth, which is a patient portal that displays information from Borgess Health's electronic health record.

This is an optional tool. Any information you choose to store here is controlled only by you. Your Borgess providers will not see this information unless you print it out and share it with them. Your health information from MyBorgessHealth will not be automatically entered into Personal Health Tracking.

How to View Information from other Health Management Apps?
MyBorgessHealth is dedicated to helping improve your overall health care experience by providing convenient, streamlined resources to help you better manage your health. We now offer the ability for you to securely connect some of the health management apps you may use (i.e. fitness trackers, dietary trackers, etc.) to your health record. Future mobile applications will be available for iPhone and Android mobile devices. For a list of these apps, please see below:

Please check back later, no apps are available at this time.